

Request For Continued Examination (RCE) Transmittal

Address to:
Commissioner for Patents
Box RCE
Washington, DC 20231

Application Number	09/504,330
Filing Date	2/14/2000
First Named Inventor	Learnon, Paul H.
Art Unit	3625
Examiner Name	Cuong H. Nguyen
Attorney Docket Number	LEX 2048000

This is a Request for Continued Examination (RCE) under 37 CFR 1.114 of the above-identified application. Request for Continued Examination (RCE) practice under 37 CFR 1.114 does not apply to any utility or plant application filed prior to June 8, 1995, or to any design application. See Instruction Sheet for RCEs (not to be submitted to the USPTO) on page 2.

1. Submission required under 37 CFR 1.114

a. ☐ Previously submitted

i. ☐ Consider the amendment(s)/reply under 37 CFR 1.118 previously filed on _____
(Any unentered amendment(s) referred to above will be entered).

ii. ☐ Consider the arguments in the Appeal Brief or Reply Brief previously filed on _____

iii. ☐ Other _____

b. ☒ Enclosed

i. ☒ Amendment/Reply

ii. ☐ Affidavit(s) Declaration(s)

iii. ☐ Information Disclosure Statement (IDS)

iv. ☐ Other _____

2. Miscellaneous

a. ☐ Suspension of action on the above-identified application is requested under 37 CFR 1.103(c) for a period of _____ months. (Period of suspension shall not exceed 3 months; Fee under 37 CFR 1.17(f) required)

b. ☐ Other _____

3. Fees

The RCE fee under 37 CFR 1.17(e) is required by 37 CFR 1.114 when the RCE is filed.

a. ☒ The Director is hereby authorized to charge the following fees, or credit any overpayments, to Deposit Account No. 50-0605

i. ☒ RCE fee required under 37 CFR 1.17(e)

ii. ☒ Extension of time fee (37 CFR 1.139 and 1.17)

iii. ☐ Other _____

b. ☒ Check in the amount of \$ 1,700.00 enclosed

c. ☐ Payment by credit card (Form PTO-2038 enclosed)

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

FAX RECEIVE

OCT 27 2003

GROUP 360

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT REQUIRED

Name (Print/Type) Gregory W. Carr

Signature

Registration No. (Attorney/Agent) 31,093

Date

10/23/03

CERTIFICATE OF MAILING OR TRANSMISSION

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner For Patents, Box RCE, Washington, DC 20231, or facsimile transmitted to the U.S. Patent and Trademark Office on the date shown below.

Name (Print/Type) Bradley D. Ellis

Signature

Date

10/23/03

This collection of information is required by 37 CFR 1.114. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, Box RCE, Washington, DC 20231.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-768-9199) and select option 2.

Received from <214 760 3003> at 10/29/03 4:03:56 PM [Eastern Standard Time]

Attached Copy
up to 10/29/03

GROUP 3000

The "Received" stamp of the Patent and Trademark Office imprinted hereon acknowledges the filing of:

<input type="checkbox"/> PROV./UTILITY APPLICATION	<input type="checkbox"/> ISSUE/PUBLICATION FEE \$
<input type="checkbox"/> RCE	<input type="checkbox"/> PATENT COPIES
<input type="checkbox"/> Informal/Formal DECLARATION & POA	<input type="checkbox"/> PCT RGST/TRANS. LTR
<input type="checkbox"/> Informal/Formal DWGS _____ Pages	<input type="checkbox"/> PCT FEE SHEET
<input type="checkbox"/> ASSIGNMENT	<input type="checkbox"/> CHECK \$ 1,700.00
<input type="checkbox"/> AMENDMENT, Preliminary (12 pages)	<input type="checkbox"/> OTHER:
<input type="checkbox"/> EOT _____ Mths.	

NAME OF INVENTOR(S)/APPLICANT: Paul H. Leamon	SERIAL NO.: 09/504,330
TITLE: Method and System for Skills-Based Planning and Scheduling in a Workforce Contact Center Environment	(PTO USE ONLY)
DOCKET NO.: IEX 2046000	
Date Mailed: 10-23-2003 <input type="checkbox"/> Cert/Mailing	
<input type="checkbox"/> Express Mail: (attach sticker)	
ATTY/PRLG/SECY: GWC/AC/bde	

RECEIVED
OCT 27 2003
GROUP 3000

CARR LLP

Intellectual Property Law
670 Founders Square
900 Jackson Street
Dallas, Texas 75202

(214) 760-3004

(214) 760-3003 (facsimile)

Facsimile Information Sheet

DATE: October 29, 2003 CLIENT/MATTER NO.: 09/504,330
IEX 2046000

TO: Cuong Nguyen

FIRM NAME: USPTO

CITY, STATE:

FACSIMILE NUMBER: 703-746-5572 TELEPHONE NUMBER: 703 305 7687

RE: Preliminary Amendment

TOTAL NUMBER OF PAGES: 7

FROM: Alan Cooper

MESSAGE: Dear Mr. Nguyen,

Following you should find the preliminary Amendment filed October 23, 2003.

Thank you,

Alan

This message is intended only for the review and use of the individual or entity to which it is addressed and may contain information that is privileged, confidential, and exempt from disclosure. If the reader of this message is not the intended recipient or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and return the original message to us at the above address by mail. Thank you.

Operator

IF YOU DO NOT RECEIVE ALL OF THE PAGES INDICATED ABOVE,
PLEASE CALL THE FOLLOWING NUMBER AS SOON AS POSSIBLE: (214) 760-3000